

REGISTERING FOR A USER ACCOUNT ON THE ePLACE PORTAL

1. To create a user account on the ePLACE Portal, navigate to [ePLACE](#). Click on the '**New Users: Register for an Account**' link:

The screenshot displays the ePLACE Portal interface. At the top, there are three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The 'Home' tab is selected. Below the tabs, the main content area is titled 'Welcome to the Commonwealth of Massachusetts ePLACE Portal'. It includes a brief introduction and two main sections: 'Options for Licensees & Applicants' and 'Options for Consumers and the General Public'. The 'Options for Licensees & Applicants' section lists two actions: 'Apply for, Renew, or Amend a License, Permit or Certificate Application' and 'Make Required Payments Online'. The 'Options for Consumers and the General Public' section lists three actions: 'Check License Status for a Individuals or Business Licensee', 'Conduct a General or Specific Search of Licensees', and 'File an Online Complaint Against a Licensee'. Below these sections, there is a note stating that registration is needed for certain functions. The 'ePLACE Portal Account Registration' section explains the need for registration and lists five reasons: 'Apply for a License, Permit or Certificate', 'Renew a License, Permit or Certificate', 'File a Complaint Regarding a Licensee, Permit and/or Certificate Holder', 'Track the Status of Applications, Complaints, and Administrative Proceedings', and 'Review and Update Applications, Permitting and/or Certificate Information'. The 'First Time Users' section instructs users to create an account with a Username and Password. The 'Returning Users' section instructs users to login with their Username and Password. At the bottom, there are links for additional information about the Commonwealth, DPL, DCAMM, and ABCC. On the right side of the page, there is a 'Login' box with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a checkbox for 'Remember me on this computer'. Below the checkbox, there are links for 'I've forgotten my password' and 'New Users: Register for an Account'. A red box highlights the 'New Users: Register for an Account' link, and a mouse cursor is pointing at it.

Home Manage Licenses, Permits & Certificates File & Track Complaints

Welcome to the Commonwealth of Massachusetts ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing, permitting and certificate services online. With this Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License, Permit or Certificate Application
- Make Required Payments Online

Options for Consumers and the General Public:

- Check License Status for a Individuals or Business Licensee [here](#)
- Conduct a General or Specific Search of Licensees
- File an Online Complaint Against a Licensee

You do not need to register to check a license status, or to search for licensees. To perform other functions online, a registration is needed.

ePLACE Portal Account Registration:

In order to utilize most of the services available through the Portal, a registration is needed. Registration is required to do any of the following:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate
- File a Complaint Regarding a Licensee, Permit and/or Certificate Holder
- Track the Status of Applications, Complaints, and Administrative Proceedings
- Review and Update Applications, Permitting and/or Certificate Information

First Time Users:

To register, create an account with a Username and Password. After registering, login to access the ePLACE Portal.

Returning Users:

Login with Username and Password to access the portal.

For additional information about the Commonwealth, please visit the [Mass.gov](#) portal.
For DPL information, visit the [DPL website](#).
For DCAMM information, visit the [DCAMM website](#).
For ABCC information, visit the [ABCC website](#).

Login

User Name or E-mail:
Password:

Login »

☐ Remember me on this computer

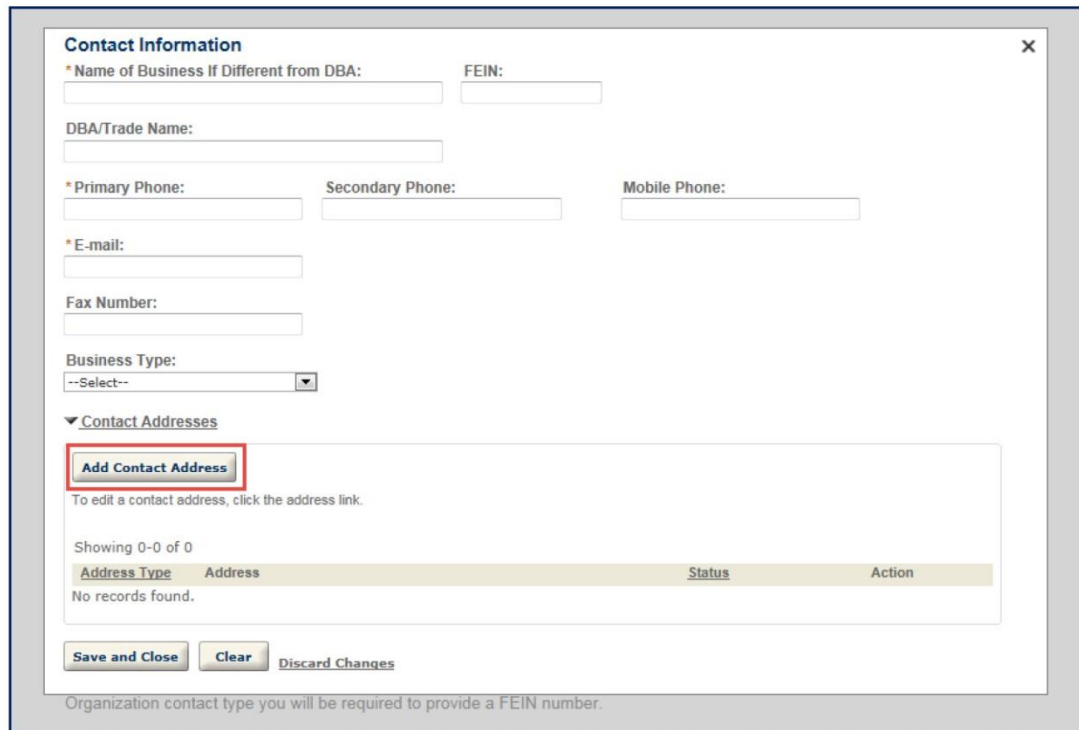
[I've forgotten my password](#)
[New Users: Register for an Account](#)

2. Review the terms. Mark the checkbox and click the '**Continue Registration**' button:

The screenshot shows the 'Account Registration' page of the ePLACE Portal. At the top, there are three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The 'Manage Licenses, Permits & Certificates' tab is selected. Below the tabs, the page title is 'Account Registration'. A message states: 'You must provide the following information to open an account:'. Below this, there are three input fields: 'User Name and Password', 'Contact Information', and 'E-mail'. A scrollable box contains the following text: 'In order to perform licensing and permitting transactions online, you were required to register for the ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following:'. Below this text is a list item: '1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws...'. Below the scrollable box, there is a checkbox with the text 'I have read and accepted the above terms.' and a 'Continue Registration »' button. A red box highlights the checkbox and the button, with a mouse cursor pointing at the button.

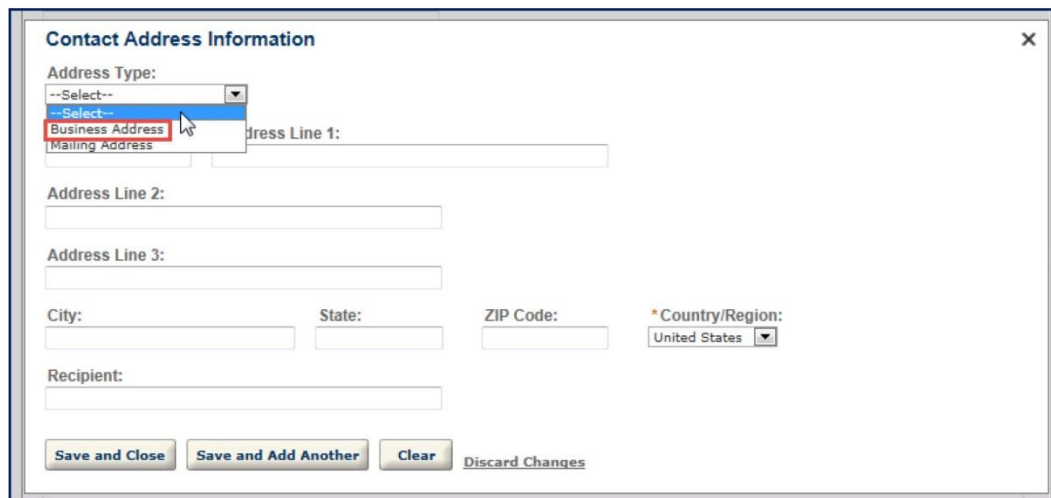
3. Complete the required fields (*) in **Login information**. Create a username, password, select a security question and enter security answer. The password **must** meet the following requirements:
- A minimum of 8 characters
 - At least 1 upper-case letter
 - At least 1 number
 - At least 1 special character
 - User ID cannot be part of the password.
4. In the **Contact Information** section, click the '**Add New**' button to add a contact to your username.

8. To add your business address, click the **'Add Contact Address'** button:



The image shows a 'Contact Information' form with a close button (X) in the top right corner. The form contains several input fields: '* Name of Business If Different from DBA:', 'FEIN:', 'DBA/Trade Name:', '* Primary Phone:', 'Secondary Phone:', 'Mobile Phone:', '* E-mail:', 'Fax Number:', and 'Business Type:' with a dropdown menu showing '--Select--'. Below these fields is a section titled 'Contact Addresses' with a red-bordered button labeled 'Add Contact Address'. Below the button, it says 'To edit a contact address, click the address link.' and 'Showing 0-0 of 0'. There is a table with columns 'Address Type', 'Address', 'Status', and 'Action', and a row indicating 'No records found.' At the bottom of the form are buttons for 'Save and Close', 'Clear', and 'Discard Changes'. A note at the very bottom states: 'Organization contact type you will be required to provide a FEIN number.'

9. Select **'Business Address'** in the dropdown menu. Enter your business address information. Click the **'Save and Close'** button:



The image shows a 'Contact Address Information' form with a close button (X) in the top right corner. The form has a dropdown menu for 'Address Type' with 'Business Address' selected and highlighted. Below the dropdown are input fields for 'Address Line 1:', 'Address Line 2:', and 'Address Line 3:'. There are also fields for 'City:', 'State:', 'ZIP Code:', and '* Country/Region:' with a dropdown menu showing 'United States'. A 'Recipient:' field is at the bottom. At the bottom of the form are buttons for 'Save and Close', 'Save and Add Another', 'Clear', and 'Discard Changes'.

Contact Address Information ✕

Address Type:
Business Address ▼

Street Number * Address Line 1:

Address Line 2:

Address Line 3:

City: State: ZIP Code: * Country/Region: ▼

Recipient:

Save and Close **Save and Add Another** **Clear** [Discard Changes](#)

10. Select your business address and click the '**Select**' button:

Matching Address Results ✕

▼ Contact Addresses

Showing 1-1 of 1

Street Number	Address Line 1	Address Line 2	Address Line 3	City
<input checked="" type="radio"/> 123	Main St			Chi

Select [Skip](#)

11. Click the '**Save and Close**' button:

Contact Information

* Name of Business If Different from DBA: FEIN:

ABC Construction

DBA/Trade Name:

* Primary Phone: Secondary Phone: Mobile Phone:

(123)456-7890

* E-mail:

abccompany@email.com

Fax Number:

Business Type:

Corporation

▼ Contact Addresses

Add Contact Address

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Status	Action
Business Address	Main St	Active	Actions ▼

Save and Close

Clear

Discard Changes

12. Click the '**Continue Registration**' button:

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate two types of contacts with your registration an "Individual" and/or and "Organization".

Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Organization A company, business, club, nonprofit, etc., for which you seek a licens, permit, or certificate. When adding an Organization contact type you will be required to provide a FEIN number.

✔ Contact added successfully.

ABC Construction
abccompany@email.com
Primary Phone: (123)456-7890
Mobile Phone:
Alternate Phone:
Fax Number:
[Edit](#) [Remove](#)

▼ Contact Addresses

Add Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Address	Status	Action
Business Address	Main St	Active	Actions ▼

Enter the words below

295

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Continue Registration »